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Institucioni i Avokatit të Popullit • Institucija Ombudsmana • Ombudsperson Institution

Ombudsperson,

In conformity with Article 132 and Article 133 of Constitution of the Republic of Kosovo, Article 37 of Law No. 05/L -019 on Ombudsperson, Constitutional Court judgment No. KO 73/16, Articles 10; 15; 16; 20 and 91 of the Rules of Procedure No. 02/2016 on the Ombudsperson Institution; as well as Articles 36, p.3; 39 and 42 of the Regulation No. 01/2016 on Internal Organisation and Jobs Systematisation in the Ombudsperson Institution,

Promulgates,

REGULATION

No. 01/2017

ON JOB DESCRIPTION AND CLASSIFICATION OF JOB POSITIONS IN THE OMBUDSPERSON INSTITUTION

CHAPTER I GENERAL PROVISIONS

Article 1

Purpose

This Regulation shall define criteria and unique procedures for job description and classification of job positions for the employees of the Ombudsperson Institution, in accordance with Law on Ombudsperson No. 05/L -019, Rules of Procedure on Ombudsperson Institution No. 02/2016; Regulation No. 01/2016, on Internal Organisation and Jobs Systematisation in the Ombudsperson Institution, as well as the underlying principles of Civil Service.

Article 2

Scope

Provisions of this Regulation shall apply to the Ombudsperson Institution staff (hereinafter OI).

Article 3

Definitions

1. Expressions used in this Regulation shall have the following meaning:
 - 1.1. “Salary grade” – means the salary value for a relevant job position compared to other job positions.
 - 1.2. “Grade steps” – means progressive advancement of the salary value based on the results proved at work.
 - 1.3. “Salary multiplier” – means the determined salary monetary value.
 - 1.4. “Multipliers value”- is calculated based on the multiplier value proposed by the Government and determined by Annual Law on Budget.

CHAPTER II

JOB DESCRIPTION

Article 3

Ensuring the existence of job descriptions

General Secretary shall ensure the existence of job descriptions for all job positions in OI, in accordance with this Regulation and the legal framework underlined in Article 1 of this Regulation.

Article 4

Job description

1. Job description is a summary of the general purpose, main duties and main responsibilities of the respective job position. It serves to:
 - 1.1. Determine the placement of the job position within the organisational structure of OI;
 - 1.2. Familiarise the employee with the duties to be completed, clarify responsibilities and duties, which are to be discharged in order to achieve the objectives of the job position;

- 1.3. Provide necessary information concerning the job position for the purposes of evaluation and classification of the job position;
 - 1.4. Provide necessary information on the preparation of specifications for recruitment of candidates in OI and preparation of announcements for vacant job positions;
 - 1.5. Rationalise the segregation of duties and responsibilities within OI;
 - 1.6. Evaluate work results;
 - 1.7. Determine special requirements for every job position in OI.
2. Job descriptions shall reflect the profile of job position based on objective parameters and do not reflect personal and professional profile of the current or potential holder of the job position.
 3. Job descriptions are drafted when new organisational units are created in OI, when the method of organisation in OI changes or when amendments or approvals of specific legislation have occurred on the basis of which OI functions.
 4. As a rule, job description is drafted by the immediate supervisor of the respective job position assisted by Personnel Manager.

Article 5

Contents of job descriptions

1. Job description for each job positions in OI shall contain the following data:
 - 1.1. Name of OI;
 - 1.2. Title of job position;
 - 1.3. Budgetary code of the respective job position;
 - 1.4. Functional category and the grade of job position according to this Regulation;
 - 1.5. If the job position is permanent or with definite time, full-time or part time or based on a contract for definite time;
 - 1.6. Title and grade of immediate supervisor reporting to:

- 1.7. A short description of the purpose of job position and what is the intention of the job position to achieve;
- 1.8. A short description of duties and responsibilities of the job position ranked according to importance and a description of time percentage which should be allocated for each duty;
- 1.9. Information which help in classification of job position based on the Regulation for classification of job positions, dealing with the level of responsibility, complexity, supervision of personnel, financial responsibility, required skills, qualification and necessary experience;
- 1.10. A description of any unusual event at work environment, including the special risk at work, physical pressures or exposure to hazardous substances or use of equipment, which present a risk to health or other negative effects, which result from nature or the location of the job position;
- 1.11. Names and signatures of the employee of job descriptions and officers who approve the job description.

Article 6

Format of job descriptions

Job descriptions shall be prepared by using the form (FORM-PDP-IAP- 01), attached to the annex form.

Article 7

Preparation of draft job descriptions for a new job position

1. When the need arises for creating a new job position, General Secretary, through Ombudsperson, shall request from the immediate supervisor of the new job position to prepare a draft job descriptions based on standards defined in this Regulation, and propose a grade for the relevant job position based on this Regulation.
2. When there is a standard job description for the new job position, according to Article 8 of this Regulation, the text of standard job description shall be used as the job description of the relevant job position.

Article 8

Amending and supplementing an existing job description

1. Upon Ombudsperson's approval, through General Secretary, a job description may be amended and supplemented in case of:
 - 1.1. Changes in the number and type of duties;
 - 1.2. Change of title of job position or location;
 - 1.3. Change of employment relationship conditions, such as: transfer from one job position with indefinite time in a job position with definite time or from a full-time to a part-time job, and vice versa;
 - 1.4. Change of work conditions.
2. General Secretary shall require from the immediate supervisor of the relevant job position to prepare an amended version of job description, based on standards defined in this Regulation, and propose a grade for the relevant job position based on this Regulation.
3. Preparation, review and approval of an amended job description and the proposal of a grade based on that job description shall be done in the same method as preparation, review and approval of a job description for a new job position.

Article 9

Registration of job descriptions

1. Individual job descriptions are saved in a hard copy and electronic copy.
2. HRD shall keep individual job descriptions only for the employees who are currently in employment relationship with OI, while other job descriptions are archived in accordance with procedures and relevant legal criteria.

Article 10

Management of job descriptions

1. Upon an appointment in a job position with OI, a job description is provided to the employee as an annex of the appointment act.
2. Paragraph 1 of this Article shall also apply in case of change of job description, through promotion in duty on a higher grade, demotion in position, and transfer to another duty within OI or in case of reclassification of job position.

3. A copy of approved job description will also be placed in the employee's personal file.

Article 11
Mandatory use of job descriptions

1. Job descriptions are mandatory documents for the commencement and completion of procedures for human resources management within OI.
2. Use of job descriptions is mandatory in the following procedures:
 - 2.1 designation;
 - 2.2 recruitment;
 - 2.3 grading;
 - 2.4 work evaluation (appraisal);
 - 2.5 transfer;
 - 2.6 temporary or permanent assignment in the office or other duty;
 - 2.7 classification and reclassification of job position;
 - 2.8 creation of a new job position.

Article 12
Using and standardising new job descriptions

1. Following the approval of this Regulation, creation of new job positions in OI shall be conducted by using job descriptions prepared based on standards defined under this Regulation.
2. Process for standardising the format and contents of job descriptions for all job positions in OI shall commence immediately following the approval of this Regulation.
3. Following the approval of this Regulation, job positions, for which there is a job description shall be adjusted to the format and contents defined in this Regulation.

4. Request in Article 5, paragraph 1, subparagraph 1.3 of this Regulation for inclusion of Budget Code in job description shall not apply for administrative procedures for drafting or amending job descriptions during the transitory period, from the approval of this Regulation and until the system of Budgetary Code enter into force.
5. After the system of Budgetary Code enter into force, all job descriptions should be updated within a period of one month.

CHAPTER III

CLASSIFICATION OF JOB POSITIONS

Article 13

Classification of job positions according to areas of relevant sectors

1. In conformity with Article 11 and 20 of Rules of Procedure No.02/2016 of OI and Article 5, 36 and 39 of Regulation No. 01/2016, on Internal Organisation and Jobs Systematisation in the Ombudsperson Institution, job positions in OI are classified in three special groups, according to the systematisation carried out in:
 - 1.1. Ombudsperson's cabinet assisting the Ombudsperson in the management of OI, through the provision of advices, proposals and recommendations as well as by following and monitoring the implementation of his/her decisions, instructions and requests.
 - 1.2. The sector on the Professional Service area from the scope of activity of Ombudsperson, to ensure the implementation of competences, constitutional and legal mandate and responsibilities of the Ombudsperson in the protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities, and
 - 1.3. The sector on the Technical and Administrative Service area to ensure the administrative support for the management bodies, OI Professional Service and of the units of Administrative Service.

SUBCHAPTER I

CLASSIFICATION OF JOB POSITIONS IN THE SECTOR OF PROFESSIONAL SERVICE AREA

Article 14

Functional category

1. Job positions in the area of Professional Service Sector shall be divided into three functional categories:

Category I- Management level

- 1.1 This category is responsible for the management of a special subarea activity within the constitutional and legal activity of OI, namely of the Professional Service sector; it plans, manages and coordinates the activity of organisational unit in accordance with the approved programme and policies in the development and supervision of the implementation of legal rules and procedures in the process of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities; has clear responsibilities for the implementation of existing policies and the constitutional and legal framework from the scope of activity of OI; identifies the needs of the development of policies and recommends components of strategic planning within the area of activity under responsibility.

Category II- Professional level

- 1.1 This category implements duties in accordance with rules and procedures defined within the mandate of a special subarea activity of OI, namely the Professional Service Sector in the process of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities; has clear responsibilities for the implementation of existing policies and the constitutional and legal framework from the scope of activity of OI; provides support and professional expertise or other advanced support without involving in supervision responsibility. The daily activity requires in-depth, special and specific knowledge of human rights, international and domestic protection, and promotion instruments and mechanisms.

Category III- Administrative level

- 1.3 Administrative and technical level is a position responsible for the provision of administrative and technical support within the mandate of a special subarea activity of OI, namely the Professional Service sector.

Article 15

Criteria for evaluation and classification of job positions in the area of Professional Service sector

1. Every job position shall be evaluated and classified based on the job description and on this Regulation.

2. Evaluation of the job position's intention is to determine the relative value of each job position and enable its classification in the relevant category and grade.
3. Every job position is evaluated in relation to main classification factors, such as the problem-solving, decision-making, management environment and technical environment, measured through responsible criteria.
4. Evaluation of job position is carried out when:
 - 4.1. A new job position is created;
 - 4.2. Amendment of job position for the existing job positions is as essential as it requires a reclassification of job position in accordance with new duties and responsibilities;
 - 4.3. It is required based on law or sublegal acts.
5. Responsible criteria for classification of job positions are:
 - 5.1. **Responsibility** – determines the level of responsibility of the job position in the exercise of duties and competences for the execution of general and special objectives of OI, level of decision-making responsibility and authorisations in the area and process of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities on management of personnel, budget and other resources;
 - 5.2. **Complexity** – determines the level of complexity and the variety of job positions; level of cooperation with other institutions, communication and admission of parties; needs for analytical capacities and creative thinking on problem solving and on identification of alternative possibilities of action, as well as the willingness to administer the necessary assistance concerning the rules and standards of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities on management of personnel, budget and other resources;
 - 5.3. **Interpersonal communication skills** – determine the level of communication skills needed for the job position, correct interaction during the discharge of duty, culture of cooperation in the execution of duties, coordination, negotiation and representation within the framework of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal

persons from illegal and irregular actions or omission to act of public authorities on management of personnel, budget and other resources;

- 5.4 **Qualifications** – determine the level of education, training and relevant knowledge for the discharge of job position duties with the purpose of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities on management of personnel, budget and other resources;
 - 5.5 **Professional experience** – determines the relevant job position experience in the area of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities.
- 6. Job positions in the Professional Service of OI are classified accordingly in accordance with criteria defined, the unique nature, the impact and importance they have in the possibility to satisfy the mission of the Ombudsperson for the protection of human rights in Kosovo, within 14 (fourteen) salary grades, as classified under the relevant legal framework on Civil Service.
 - 7. The grade of a job position in Professional Service in OI is interrelated to the job position rather than its holder, and contains the relative value of every job position compared to other job positions within or outside OI.

Article 16

Classification of job positions in the management level in the area of Professional Service Sector

Management level covers the management positions of the heads of departments in the composition of the area of Professional Service Sector. Positions of the management level involve authorisations and responsibilities concerning the management of professional departments of OI, which have clear mandate and responsibility for the implementation of existing policies and legal and constitutional framework from the scope of activity of OI in the process of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities.

Article 17

Classification of job positions of the management level

1. Job positions in the management level in the Professional Service Sector of OI are classified:

- 1.1 Head – Salary grade two (2)

Article 18

Management level – salary grade two (2)

1. Management level, with salary grade (2), manages a department within the area of Professional Service Sector of OI.
2. Features and characteristics of the management level include but are not only limited to:
 - 2.1 Manages, organises and controls the work of a department, ensuring that specific functions within the Department are satisfied effectively and efficiently and are implemented within timelines.
 - 2.2 Determines objectives, work programme, plans and coordinates activities of a Department which contribute to objectives of OI, in particular to the Professional Service sector;
 - 2.3 Wide and various responsibilities including the development and keeping contacts of higher levels with institutions and other organisations for the protection and promotion of human rights;
 - 2.4 Contributes and reviews decisions and recommendations requiring decision-making for a higher level concerning protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities;
 - 2.5 Analyses and evaluates regular work processes to be approved within short deadlines, contributes directly to the resolution of complex matters, makes a balance of decisions or relevant recommendations of subordinates, responsible to the well-foundation of documents, reports and other documents compiled, before the same are proceeded for review and approval to the Ombudsperson, through deputy Ombudsperson;
 - 2.6 Represents interests of a Department;

- 2.7 Good communication, negotiation and persuasion skills in management in order to provide technical direction which is planned, directed, organised and coordinated, and monitors and evaluates the activity of the Department;
- 2.7 Flexible approach to organisation and monitoring of the work of Department; for the resolution of professional and organisational issues, which are important for Professional Service sector and institution;
- 2.8 University diploma in law sciences and at least five (5) years of relevant professional work experience.

Article 19

Professional level job positions

- 1. In the area of Professional Support Sector, professional level covers the entire range of responsibilities and professional duties, which interrelate with the implementation and execution of competences, mandate and responsibilities of OI in the issues of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities.
- 2. In conformity with paragraph 1 of this Article, duties are exercised by legal advisors, professional staff of the Prevention Mechanism and specialised personnel in the area of protection of human rights and gender equality: admission, administration and investigation of complaints; protection from discrimination; protection of the rights of the child; prevention of torture; legal issues, strategies, programmes, legal framework and mechanisms of treatment and protection of human rights; as well as cooperation, reporting and promotion of human rights.

Article 20

Classification of job positions in professional level

- 1. These job positions cover a range of professional duties, which require in-depth and specialised knowledge in the area of Human Rights in the Republic of Kosovo, mechanisms, legal framework, Human Rights International Conventions, Rules and Procedures for Administration, evaluation and legal protection of human rights in accordance with international standards and best practices.
- 2. Job positions in professional level are classified:
 - 2.1 Professional level three (3) - salary grade three (3).

- 2.2 Professional level two (2) - salary grade four (4).
- 2.3 Professional level one (1) - salary grade five (5).

Article 21

Professional level (3) - salary grade three (3)

- 2. Features and characteristics of professional level three (3), salary grade three (3) are:
 - 2.1 Within relevant Department, carrying out important duties from the scope of activity and the mandate of Department, within the OI Professional Service, with the use of professional knowledge and experience;
 - 2.2 Contributing to the specialised area of human rights through the independent discharge of responsibilities and accomplishment of duties, according to highest expectations in all daily professional, procedural and technical issues in accordance with international standards, laws, rules and relevant instructions;
 - 2.3 Specific and specialised work duties, depending on Department are: admission, administration and investigation of complaints from all human rights categories, including protection from discrimination, protection of the rights of the child, protection of the rights of communities and their members, gender equality, prevention of torture, legal issues for regulating human rights, cooperation, reporting and promotion of human rights, and making recommendations for the review and approval from a higher level;
 - 2.4 Advising and instructing lower level professional personnel and may run an OI Regional Office or working groups in specific projects related to the protection and promotion of human rights;
 - 2.5 Tendency for problem solving to evaluate relevant factors and to use initiative, to adapt existing practices to new situations and circumstances of evaluation, protection and monitoring of human rights;
 - 2.6 Ability to work and communicate with different internal and external authorities of same level, make fair evaluations in complex situations as well as provision of advices in the relevant area of responsibility;
 - 2.7 Exercising considerable discretion in all professional, procedural and technical daily issues in accordance with laws, regulations and administrative instructions in force. Requires consultative and advisory assistance from

higher level employees only on the issues affecting general institution's policies;

- 2.8 Requiring in-depth and specialised knowledge in the area of Human Rights in the Republic of Kosovo, legal framework, international human rights conventions, rules and procedures for administration, evaluation and legal protection of human rights in accordance with international standards and best practices, acquired through university education, relevant training and at least three (3) years of relevant experience in the human rights area.

Article 22

Professional level two (2), salary grade four (4)

1. Features and characteristics of professional level two (2), salary grade four (4) are:
 - 1.1. Within relevant Department, carrying out specific duties defined by the mandate of Department within the OI Professional Service, with occasional supervision and instruction within the work independence;
 - 1.2. Advised and instructed by higher level professional personnel on policy issues or on complex issues, requiring more advanced knowledge and professional experience in the area of human rights;
 - 1.3. Work duties, depending on Department on a certain grade are within these main responsibilities: admission, administration and investigation of complaints from all human rights categories, including protection from discrimination, protection of the rights of the child, protection and promotion of the rights of communities and their members, gender equality, prevention of torture, legal issues for regulating human rights, cooperation, reporting and promotion of human rights, and making recommendations for review and approval from higher level;
 - 1.4. Tendency for problem solving and evaluate relevant factors in new situations and circumstances of protection and monitoring of human rights;
 - 1.5. Ability to work and communicate with different internal and external authorities of same level;
 - 1.6. Exercising considerable discretion in specific professional, procedural and technical daily issues in accordance with laws, regulations and administrative instructions in force. Requires consultative and advisory assistance from higher level employees on all issues affecting institution's action policies;

- 1.7 Requiring knowledge in the area of Human Rights: of legal framework, rules and procedures for administration, evaluation and legal protection of human rights in accordance with international standards and best practices;
- 1.8 Ability to discharge duties with limited supervision within reasonable work independence, within the human rights area, with the use of knowledge and professional experience;
- 1.9 Ability involving the carrying out of analysis, making and formulation of recommendations for review and approval from the immediate supervisor, acquired through university education, relevant training and as least two (2) years of relevant experience in the human rights area.

Article 23

Professional level one (1) - salary grade five (5)

1. These job positions within Professional Service Departments cover a range of basic professional duties from the area of protection, monitoring and promotion of human rights and fundamental freedoms of natural and legal persons from illegal and irregular actions or omission to act of public authorities.
2. Characteristics of professional level one (1), salary grade five (5) are:
 - 2.1 Within relevant Department, carrying out underlying duties under the mandate of Department, within the OI Professional Service, with regular supervision and within the limited work independence, through the implementation of existing practices and procedures in accordance with professional standards;
 - 2.2 Investigating and analysing the information, professional assistance and coordination of eventual personnel at a lower level;
 - 2.4 Ability for problem solving dealing with organisational, technical and procedural issues deriving from work process;
 - 2.5 Excellent communication skills and proven work skills in group and project implementation;
 - 2.6. Ability to work and communicate on the same level, within and outside institution on the interests of department and institution;
 - 2.7. Cooperation with institutions and Civil Society Organisations, through organisation of joint activities on awareness-raising and awareness-building of

public opinion on the importance of human rights, participation and cooperation in special projects interrelating with special cases of violation of human rights and fundamental freedoms under the scope of activity of OI;

- 1.8 Requiring basic knowledge of legal framework, rules and procedures for administration, evaluation and legal protection of human rights in accordance with international standards and best practices;
- 1.9 Professional knowledge in the relevant area, ability to carry out analysis, assistance in making and formulation of recommendations for review approval from immediate supervisor, which are acquired through university education, relevant training and at least one (1) year of relevant work experience.

Article 24 **Administrative level**

1. These job positions within Professional Service departments cover a range of basic professional, administrative and technical duties in order to:
 - 1.1. Provide and ensure general administrative, technical and professional support for the Ombudsperson and deputy Ombudsperson, and
 - 1.2. Assist and support senior management staff and professional staff in the implementation of policies, rules and legal procedures during the work with parties: process of admission, administration and investigation of complaints, requests and notifications of natural and legal persons to ensure preliminary administrative verification and control, if complaints and attached documentation are filed and completed according to rules, procedures and legal criteria, if they are founded and within the jurisdiction of Ombudsperson.

Article 25 **Classification of job positions in administrative level**

1. Job positions in administrative level are classified in the following grades:
 - 1.1. Administrative two (2) - salary grade (6).
 - 1.2. Administrative one (1) - salary grade (7).

Article 26 **Administrative level two (2) – salary grade (6).**

1. Features and characteristics of administrative level two (2) - salary grade (6) are:

- 1.1 Assistance and support of senior management staff and professional staff during the work with parties and the process of admission, administration and investigation of complaints, requests and notifications of natural and legal persons. Work is mainly standardised and covers a range of different and complex duties within the activities interrelating with the job position duties, assistance in issuing decisions and making of recommendation for review and approval from immediate supervisor;
- 1.2 Professional knowledge in the relevant work area, sufficient capacity in performing analysis and for implementation of rules, performance within the defined plans and procedures;
- 1.3 Ability and experience for implementation of basic administrative, technical or specialised knowledge with limited capacity to undertake initiatives;
- 1.4 Knowledge concerning standard administrative/technical procedures, functions, rules and work procedures of OI required;
- 1.5 Good communication skills, including the ability to interpret information, give instructions and disseminate information to others. Coordination skills and monitoring of the work of personnel at administrative and technical level;
- 1.6 Contacts with representatives of other areas of work in OI and with the public, including the assistance and provision of advices in the administrative and technical area;
- 1.7 Bachelor education, relevant training and at least two (2) years of work experience in the relevant technical and administrative area, as well as excellent spoken and written knowledge in Albanian and/or Serbian and spoken and written English required.

Article 27

Administrative level one (1) – salary grade 7

1. Features and characteristics of administrative level two (2) - salary grade (7) are:
 - 1.1 Work is mainly standardised, but it covers a range of different duties within the activities relating to the job positions duties with occasional supervision, within the Professional Service or Ombudsperson's Cabinet;
 - 1.2 Good knowledge on functions, rules and work procedures of OI. Ability to work on self-initiative within the defined plans and procedures;

- 1.3. Good communication skills, including the ability to interpret information, give instructions and disseminate information to others;
- 1.4. Sufficient ability for implementation of rules on the methods on performance of duties and ability to exercise discretion within the defined plans and procedures;
- 1.6. Ability and experience for implementation of basic administrative, technical or specialised knowledge with limited capacity to undertake initiatives;
- 1.7. Contacts with representatives of other areas of work in OI and with the public, including the assistance and provision of advices in the administrative and technical areas;
- 1.9. Bachelor education, relevant training and at least two (2) years of work experience in the relevant technical and administrative area, as well as excellent spoken and written knowledge in Albanian and/or Serbian and spoken and written English required.

Article 28

Grades and grade steps in Professional Service Sector

1. Salary grade two (2) in OI contains five (5) salary steps, while salary grades from three (3) to seven (7) contain 12 (twelve) salary steps each.
2. Grade of a job position is interrelated to the job position and not to its holder.

Grades, steps and multipliers of job positions in the OI Professional Service

		STEPS AND MULTIPLIERS											
CATEGORIES	OI – GRADES	1	2	3	4	5	6	7	8	9	10	11	12
Management level	2	4.57	4.63	4.70	4.78	4.85							
Professional level	3	4.18	4.24	4.30	4.37	4.43							
	4	3.65	3.71	3.76	3.82	3.88	3.93	3.99	4.05	4.11	4.18	4.24	4.30
	5	3.19	3.24	3.29	3.34	3.39	3.44	3.49	3.55	3.60	3.65	3.71	3.76
Administrative level	6	2.79	2.84	2.88	2.92	2.97	3.01	3.05	3.10	3.15	3.19	3.24	3.29
	7	2.44	2.48	2.52	2.56	2.59	2.63	2.67	2.71	2.75	2.79	2.84	2.88

SUBCHAPTER II
CLASSIFICATION OF JOB POSITIONS IN THE AREA OF ADMINISTRATIVE
SERVICE SECTOR

Article 29
Functional categories

1. Job positions in the area of Administrative Service sector are divided in four functional categories:

Category I - Senior management level

- 1.2 It is the highest management area in the Administrative Service sector with responsibility for formulation of policies and their advising, determining objectives and formulates programmes, standards and relevant procedures for implementation; ensuring efficient use of material, human and financial resources, necessary for the execution of programmes and the achievement of objectives; planning and running daily administrative activity of the institution and represents the institution in meetings and forums within and outside the country.

Category II – Management level

- 1.2 This category is responsible for supervision and coordination of the administrative activity of the relevant unit within the Administrative Service; instructs, advises, and closely follows the implementation of the duties of the subordinate staff; analyses and solves problems, with freedom of judgment within the framework of policies and in accordance with procedures, conducts interpretation of policies using in-depth professional knowledge; contributes in the process of decision-making of the middle management level, according to the area of expertise through the provision of detailed data and analyses, which support the proposed line of action.

Category III- Professional level

- 1.3 This category applies duties in accordance with instructions and provides administrative support or some other basic support without involving in the supervision responsibility. The daily activity requires general administrative knowledge and/or special knowledge of a specific profession.

Category IV- Administrative level

- 1.4 Administrative-technical level is a responsible position for the provision of administrative and technical support in the OI Administrative Service.

Article 30

Criteria for classification of job positions

1. Criteria for classification of job positions are:
 - 1.1 **Responsibility** – determines the level of responsibility of the job position in the exercise of duties for the execution of objectives of OI, decision-making responsibility and level of responsibility on management of personnel, budget and other resources;
 - 1.2 **Complexity** – determines the level of complexity and the variety of job positions; needs for analytical capacities and creative thinking on problem solving and on identification of alternative possibilities of action, as well as the willingness to administer the necessary assistance concerning rules or standards;
 - 1.3 **Interpersonal communication skills** – determine the level of communication skills needed for the job position, correct interaction during the discharge of duty, culture of cooperation in the execution of duties, coordination, negotiation and representation;
 - 1.4 **Qualifications** – determine the level of education, training and relevant knowledge for the discharge of job position duties in a regular manner;
 - 1.3 **Professional experience** – determines the work experience in similar professional level and duties.
2. Job positions in the Administrative Service of OI are classified accordingly, within 14 (fourteen) salary grades, as defined with relevant legal framework on Civil Service, in accordance with criteria defined, their complexity, fusion of some of job descriptions within the description, and importance they have in the possibility to satisfy the mission of the Ombudsperson for the protection of human rights in Kosovo.
3. The grade of a job position in Administrative Service in OI is interrelated to the job position, and not to its holder, and contains the relative value of every job position compared to other job positions within or outside OI.

Article 31

Classification of job positions in senior management level in the area of Administrative Service Sector

1. Job positions in senior management level in OI Administrative Service are classified:
 - 1.1 Senior executive – salary grade (1);
2. Characteristics of senior management level are:
 - 2.1 Exercises important functions for determining and ensuring long-term strategic direction of OI. Exercises important functions for determining and the achievement of OI objectives and purposes, in particular from the area of OI Administrative Service sector; coordinates and guarantees the inclusion of contributions given by a number of divisions and administration department from the Administrative Service sector area, during the process of formulation of policies and implementation of legislation according to a relevant area.
 - 2.2 Advanced planning, organisational, direction and supervision skills;
 - 2.3 Representation of OI interests within and outside, within the legal authorisations and Ombudsperson;
 - 2.4 Advanced communication and negotiation skills;
 - 2.5 University diploma, at least eight (8) of professional work experience, including at least five (5) years of management positions.

Article 32

Management level job positions

Management level covers management positions from the level of Directors of Departments, Heads of offices and Heads of divisions within the area of administrative support. Management level positions involve authorisations and responsibilities concerning management of departments, offices, other organisational units in OI and relevant areas, which propose policies, strategies and programmes, and coordinate drafting of sublegal acts from the scope of activity of OI.

Article 33

General features of management level

1. Management level is characterised by the following features, including, but not limited to:
 - 1.1 Decision-making responsibility, policy drafting, achievement of results based on objectives defined, effective use of financial and human resources;
 - 1.2 General capacities for the achievement of results through the assignment of clear objectives for the department, office, or division which is run; ability to define and decide on priorities and comply with deadlines; ability to plan; very good communication skills, presentation; analytical skills and flexibility in reception of new work methods and procedures in all Administrative Service areas;
 - 1.3 Professional evaluation for policies, operational and professional issues;
 - 1.4 Management, motivation and communication skills, and management of performance and team work skills;
 - 1.5 Interpersonal skills for the achievement of results through representation, persuasion and negotiation;
 - 1.6 Wide-range knowledge on policies, legislation, procedures according to the activity covered by OI, very good knowledge on administrative procedures; very good professional knowledge in drafting and implementing strategies and activities; required knowledge for effective supervision of the professional work carried out.

Article 34

Classification of job positions of the management level

1. Job positions in the management level are classified:
 - 1.1 Head three (3) - salary grade (3)
 - 1.2 Head two (2) – salary grade (4)
 - 1.3 Head one (1) – salary grade (5)

Article 35

Management level three (3) – salary grade (3)

1. In this classification of job positions is placed the Head of the department within the scope of OI Administrative Service as well as the Head of Internal Audit Unit.
2. Characteristics of the management level three (3) – salary grade (3), for the Head of a department within the scope of OI Administrative Service are:
 - 2.1 Assigns objectives for the Department, which contribute to the objectives of OI Administrative Service and to OI itself, and manages the work programme for their achievement;
 - 2.2 Wide-range and various responsibilities, including development and establishment of contacts of senior levels with institutions and with other organisations from the scope of activity of Department;
 - 2.3 Contribute to and reviews recommendations requiring decision-making for a higher level;
 - 2.4 Analyses and evaluates regular work processes to be approved within the short deadlines and makes a balance of recommendations of subordinate heads;
 - 2.5 Represents interests of Department in accordance with mandate;
 - 2.6 Excellent analytical, organisational, management and planning skills; skills in finding adequate solutions with limited resources; advanced communication skills, verbally and in writing; ability to identify priorities; ability to interact with maturity and sensitivity with colleagues and parties; ability to work efficiently under time pressure, ability to treat confidential information appropriately;
 - 2.7 Flexible approach to organisation and monitoring of department's work, for solving professional and organisational problems, important for the institution;
 - 2.8 University diploma and at least five (5) years of work experience, and very good abilities to provide technical direction, which is planned, directed, organise, coordinate, and monitors and evaluates the activity of Department.
3. Characteristics of the management level three (3) - salary grade (3) for the Head of OI Internal Audit Unit, based on respective law for internal audit, are:
 - 3.1. Develops and manages implementation of internal audit plan in order to ensure productive, economic and efficient use of IO resources as well as assures implementation and accurate compliance with all laws, regulations, policies and instructions.

- 3.2. Conducts overall work of internal auditing and assists OI in determination of priorities in order to ensure adequate implementation and compliance of laws, regulations, policies, guidelines and manuals concerning internal auditing.
- 3.3. Ensures drafting and timely submission of audit strategic plan on the bases of risk assessment for review and approval by the higher management of the public sector entity and Auditing Committee.
- 3.4. Organises, accomplishes and monitors all activities of internal auditing for the OI as well as provides results of auditing to the higher management of the public sector entity and OI Auditing Committee.
- 3.5. Monitors implementation of recommendations by OI and organisational units as well as initiates enhancement activities where necessary.
- 3.6. Conducts assessment of the work on regular bases and proposes needs for trainings in the field of auditing.
- 3.7. Holds university diploma in economy, public administration, public finance, accounting or law and at least 5 years of working experience in the field of auditing, in finance and budget.

Article 36

Management level two (2) – salary grade (4)

1. Heads of offices, heads of divisions, and head of internal audit area are placed in this job position classification.
2. Characteristics of management level two (2) – salary grade (4) are:
 - 2.1 Assignment of objectives and programme work management within the scope of activity of competences;
 - 2.2 Review and evaluation of recommendation of the subordinate staff; flexible approach to organisation and work monitoring, including the problem solving;
 - 2.3 Excellent communication, negotiation and persuasion skills in management; ability in setting priorities, work planning and analysis;
 - 2.4 Organisational, management and planning skills; skills in finding adequate solutions with limited resources; advanced communication skills, verbally and in writing; ability to identify priorities; ability to perform analysis; ability to

interact with maturity and sensitivity with colleagues and parties; ability to work efficiently under time pressure, ability to treat confidential information appropriately;

- 2.5. Management skills and team organisation, ability to manage a team or a working group;
- 2.6. University diploma and at least three (3) years of relevant work experience.

Article 37

Management level one (1) – salary grade (5)

- 1. Holders of these posts should be senior level professionals with managing abilities, employees leading working groups and important projects, whose work has great impact on the OI results and policies, who are senior professionals. A limited number of professionals three (3), grade six (6), may be placed in this grade, but not more than 5% of the total number of employees.
- 2. Characteristics of management level one (1) salary grade (5) are:
 - 2.1. Implementation of policies and rules for the development of new action methods in a specific work area;
 - 2.2. High level of professional evaluation (e.g. about formulation of policies, plans and strategic programmes; drafting of legal acts, etc.).
 - 2.3. Skills and experience in planning and leadership;
 - 2.4. Communication skills, contacts within and outside the institution;
 - 2.5. Initiative and creativity at work;
 - 2.6. Ability to manage complex issues, to provide advices and effective instructions;
 - 2.7. University diploma and at least three (3) years of relevant work experience.

Article 38

Positions of professional level

- 1. Professional level covers the entire range of professional administrative duties, which includes assistance in drafting policies, their implementation and provision of services.

2. In conformity with paragraph 1 of this Article, duties are exercised by specialised personnel in the areas: administration, human resources, budget and finances, procurement, certification, communication, translation, proofreading, protocol, IT and other areas of responsibility of Administrative Service.

Article 39

Classification of job positions in professional level

1. Job positions in professional level are classified:
 - 1.1 Professional level three (3) - salary grade (6).
 - 1.2 Professional level two (2) - salary grade (7).
 - 1.3 Professional level one (1) - salary grade (8).

Article 40

Professional level three (3) - salary grade (6).

1. These job positions cover a range of professional and administrative duties, which require professional knowledge, experience and expertise.
2. Characteristics of professional level three (3) salary grade (6) are:
 - 2.1 Carry out important duties within professional responsibility;
 - 2.2 Contribute in a specialised area and implement relevant procedures in accordance with professional knowledge;
 - 2.3 Job duties usually include performance of researches, analysis, drafting and making recommendations for review and for approval from a higher level;
 - 2.4 Advises and instructs lower professional level personnel;
 - 2.5 Tendency to problem solving, to evaluate relevant factors and to use initiative to adapt existing practices to new situations and circumstances;
 - 2.6 Good knowledge on legal framework, rules and procedures concerning the provision of administrative support; ability to perform duties, with limited supervision and within reasonable work independence, within the area of responsibilities and professional experience, with the use of knowledge and

professional experience; ability involving the performance of analyses, making and formulating recommendations for review and approval by the immediate supervisor;

- 2.7 Ability to work and communicate with internal and external authorities on the same level required, as well as the provision of advices in the relevant and responsible area;
- 2.8 Exercising considerable discretion in all professional, procedural and technical daily issues in accordance with laws, regulations and administrative instructions in force. Requires consultative and advisory assistance from higher level employees only on the issues affecting general policies of OI administration;
- 2.9 Ability to make fair evaluations in complex situations. It may include supervision of personnel in administrative level;
- 2.10. Requires in-depth and specialised knowledge, acquired through university education, relevant training and at least three (3) years of work experience.

Article 41

Professional level two (2) – salary grade (7).

- 1. These job positions cover a range of professional duties with limited supervision.
- 2. Characteristics of professional level two (2) – salary grade (7) are:
 - 2.1 Exercising professional duties with supervision and occasional instructions. Instructed and assisted by higher level officers on the issues and policies or for more complex issues, requiring knowledge and longer professional and technical experience;
 - 2.2 Ability to conduct researches, to prepare information summaries and analyses and identify relevant options for supporting decisions and recommendations of higher level within the relevant organisational unit;
 - 2.3 Good knowledge of rules and procedures concerning the provision of administrative support; ability to perform duties with supervision and within reasonable independence of work defined, within the area of responsibilities with the use of professional experience and knowledge; ability including the conduct of analysis, making and formulating recommendations for review and approval by the immediate supervisor;

- 2.4. Ability to work and communicate with same level authorities within and outside OI, for the exchange of information and for development of work in the areas with common interest and provision of advices on specific issues;
- 2.5 Ability to take decisions on work methods in accordance with professional standards without consulting with higher level officers;
- 2.6 In-depth and specialised knowledge in respective field of work acquired through university education: bachelor, higher education or two accomplished years of university. At least one (1) year of professional experience.

Article 42

Professional level one (1) - salary grade (8).

- 1. These job positions cover a range of basic professional duties.
- 2. Characteristics of professional level one (1) - salary grade (8) are:
 - 2.1 Implementation of practices and of existing procedures in accordance with professional, and/or administrative and technical standards;
 - 2.2 Duties are clearly defined and are carried out within the general instructions with regular supervision;
 - 2.3 Research and analysis of information, professional assistance and eventual coordination of personnel of administrative level;
 - 2.4 Problem solving skills dealing with technical or procedural issues deriving from the work process;
 - 2.5 Ability to work and communicate on the same level, within and outside institution, on the interests of institution;
 - 2.6 In-depth and specialized knowledge in respective field of work acquired through university education: bachelor, higher education or two accomplished years of University. Good knowledge of Albanian and/or Serbian in spoken and written form.

Article 43

Administrative level

Administrative level includes administrative and technical functions in relevant OI areas.

Article 44

Classification of job positions in administrative level

1. Job positions in administrative level are classified as follows:
 - 1.1. Administrative level two (2) - salary grade (9).
 - 1.2. Administrative level one (1) – salary grade (10).

Article 45

Administrative level two (2) – salary grade (9)

1. These job positions carry out administrative or technical duties in the relevant area and are responsible for important parts of administrative and technical works of the Department or the unit, and provide administrative support to OI interests.
2. Characteristics of administrative level two (2) – salary grade (9) are:
 - 2.1 Work is chiefly standardised, but it also covers a range of different duties within the activities interrelating with the job position duties, with occasional supervision;
 - 2.2 Knowledge concerning standard administrative/technical procedures; good knowledge on functions, rules and work procedures of OI;
 - 2.3 Ability to work on self-initiative within the plans and procedures defined; good communication skills, including the ability to interpret information, give instructions and forward information to others; ability to coordinate and supervise the work of the administrative and technical personnel; ability and experience for implementing administrative, technical or specialised basic knowledge, with limited capacity to undertake initiatives;
 - 2.4 Some duties may include coordination and supervision of the work of personnel on administrative and technical level;
 - 2.5 Contacts with representatives of other areas of work in OI and with public, including assistance and giving advices on administrative and technical area;

- 2.6 University diploma/or bachelor required, as well as relevant training and relevant experience, at least two (2) years.

Article 46

Administrative level One (1) – salary grade (10)

1. These job positions exercise administrative or technical duties in the relevant area and are responsible for important parts of administrative and technical works of the Department or the unit, and provide administrative support to the OI interests.
2. Characteristics of administrative level two (2) – salary grade (10) are:
 - 2.1 Work is chiefly standardised, but it also covers a range of different duties within the activities interrelating with the job position duties, with occasional supervision;
 - 2.2 Sufficient ability to implement rules over the methods for performance of duties and ability to exercise discretion within the plans and procedures defined;
 - 2.3 Ability and experience for implementing administrative, technical or specialised basic knowledge, with limited capacity to undertake initiatives; Sufficient ability to implement rules and relevant methods for performance of duties; knowledge on relevant area; ability to work within short deadline with supervision;
 - 2.4 Some duties may include coordination and supervision of the work of personnel on administrative and technical level;
 - 2.5 Contacts with representatives of other areas of work in OI and with public, including assistance and giving advices on administrative and technical areas;
 - 2.6 Secondary school and /or bachelor required.

Article 47

Grades and grade steps in the Administrative Service Sector

1. Salary grade one (1) and three (3) in OI has five (5) salary steps each, while salary grade from four (4) to ten (10) have 12 (twelve) salary steps each.
2. Grade of one job position is interrelated to the job positions rather than to its holder.

Grades, steps and multipliers of job positions in the area of Administrative Service sector of OI

CATEGORIES	OI – GRADES	STEPS AND MULTIPLIERS											
		1	2	3	4	5	6	7	8	9	10	11	12
Senior management level	1	4.87	4.90	4.93	4.96	5.00							
level	3	4.18	4.24	4.30	4.37	4.43							
	4	3.65	3.71	3.76	3.82	3.88	3.93	3.99	4.05	4.11	4.18	4.24	4.30
	5	3.19	3.24	3.29	3.34	3.39	3.44	3.49	3.55	3.60	3.65	3.71	3.76
Professional level	6	2.79	2.84	2.88	2.92	2.97	3.01	3.05	3.10	3.15	3.19	3.24	3.29
	7	2.44	2.48	2.52	2.56	2.59	2.63	2.67	2.71	2.75	2.79	2.84	2.88
	8	2.14	2.17	2.20	2.23	2.27	2.30	2.34	2.37	2.41	2.44	2.48	2.52
Administrative level	9	1.87	1.90	1.93	1.95	1.98	2.01	2.04	2.07	2.11	2.14	2.17	2.20
	10	1.63	1.66	1.68	1.71	1.74	1.76	1.79	1.81	1.84	1.87	1.90	1.93

SUBCHAPTER III SALARY GRADE IN THE OMBUDSPERSON'S CABINET

Article 48

For job positions in the Ombudsperson's cabinet, salary grades are assigned as follows:

1. For the job position **Chief of cabinet**, salary grade is equivalent with the category of Senior Management Level, grade one (1), according to Article 47 of this Regulation on Grading and Classification in the Administrative Service Sector area.
2. For the job position **Senior legal advisor**, salary grade is equivalent with the Professional level category, grade 3, according to Article 28 of this Regulation on Grading and Classification in the Professional Service Sector area.
3. For the job position, **Executive assistant**, salary grade is equivalent with the Administrative level category, grade 6, according to Article 28 of this Regulation on Grading and Classification in the Professional Service Sector area.

Article 49 Calculation of basic salary

1. Basic salary of OI employee is calculated by multiplication of the multiplier with the

value of multiplier.

2. Value of multiplier is calculated thanks to the value of multiplier 1.00 (minimum basic salary) proposed by the Government and determined by the old budget law.
3. Ratio between the minim and maximum salary of OI employees is in proportion one (1) with five (5) of basic salary.

Article 50

Advancement in steps based on job appraisal (evaluation)

OI employees shall advance from their current step into a higher step, on horizontal line, based on relevant provisions on Law on Salary and based on the job appraisal, which is implemented in accordance with special regulation on job appraisal, within the budgetary ceilings approved for OI.

CHAPTER IV

PROCEDURE OF CLASSIFICATION OF JOB POSITIONS WITHIN OI

Article 51

Procedure of classification of job positions within OI

1. Ombudsperson shall create a working group for classification of job positions.
2. Working group is comprised of three or more officers from Professional Service and Administrative Service and Personnel Manager to assist in the classification of job positions.
3. Working group shall review and make recommendations for classification of job position.
4. During the classification of a job position, classification of the job positions which correspond mostly with the characteristics of the job position for specific positions in OI should be proposed, which are identified based on main duties defined in the individual description of the job position.
5. Working group shall, within ten (10) days, submit its recommendation for classification of the job position to the General Secretary, which shall, within the period of five (5) days, submit the recommendation for approval to Ombudsperson.

6. In the classification process, working group and General Secretary shall be based on Law on Ombudsperson, Rules of Procedure of OI, and catalogue of job description duties in OI and on this Regulation.

Article 52

Approval procedures of the Regulation on classification of job positions

1. Following the approval of Regulation on Classification of Job Positions, General Secretary shall submit the Regulation on Classification of Job Positions of OI for information and approval to the salary system (payroll) in the Ministry of Public Administration and Ministry of Finance, considering also Article 53 of this Regulation.
2. Classification of job positions shall be submitted through the form of classification of job position (Annex no.2), which shall be signed by Ombudsperson.

Article 53

Reclassification of the existing job positions

New job positions or job positions, whose duties changed considerably from the initial classification, shall be classified in accordance with relevant provisions and with defined procedures in this Regulation.

Article 54

Assigning classifications to the current job holders

1. If the current job holder does not possess necessary qualification and experience for the approved classification of the job position and showed skills in the performance of the relevant job positions requirements, which should be proved through annual evaluation of job performance, then the employee can be placed in that classification with a duration of 36 (thirty-six) months.
2. If within 36 (thirty-six) months after the approval of the classification on job position, the current job holder does not satisfy the classification requirements, then the job holder shall be classified at the immediate lower level, if such positions exist within the systematisation of jobs in OI.
3. If such a position cannot be found within OI within the defined period, then status of the employee shall be defined in accordance with rules for surplus employees.

Article 55
Registration of classification of job positions

1. The decision on classification of a job position approved by the Ombudsperson shall be registered in the form of register of classification of job position, which is implemented and managed by HRD.
2. Forms of registers of classification of job positions for all job positions in OI shall be signed by Ombudsperson.

CHAPTER V
FINAL PROVISIONS

Article 56
Transitory provisions

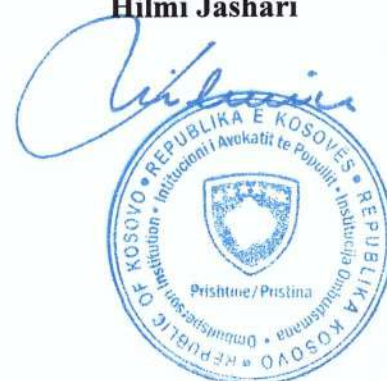
1. Classification and evaluation of job positions for current positions in OI shall start at the first step of the defined grade.
2. Until the classification of job positions, salaries, namely multipliers and allowances on the basic salary from the list of salaries shall be applied in accordance with relevant decisions of Ombudsperson, according to this Regulation.

Article 57
Entry into force

This Regulation shall enter into force on the day of its publication in the Official Gazette of the Republic of Kosovo.

Prishtina, on 18 January 2017

Ombudsperson
Hilmi Jashari





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Institucioni i Avokatit të Popullit • Institucija Ombudsmana • Ombudsperson Institution

FORM-PDP-IAP- 01

JOB DESCRIPTION/

1. Name of Institution	
2. Title of job position	
3. Budgetary code of job position (<i>budgetary code assigned to the relevant job position</i>)	
4. Functional category (<i>senior management level, management level, professional level, administrative level</i>)	
5. Grade of job position (<i>according to the current grading level</i>)	
6. Type of job position (<i>with indefinite time, with definite time, full-time, part-time, service contract</i>)	
7. Department within institution	
8. Division / unit (<i>within institution</i>)	
9. Reports to (<i>title and grade of supervisor</i>)	
10. Location (<i>location of duties performed</i>)	
11. Purpose of job position (<i>short description of the purpose of position and what should this position achieve</i>)	
12. Main duties (<i>short description of main duties given according to importance</i>)	

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13. **Supervisor's responsibilities** *(which positions shall report to this position, if any)*

Title of job position	Grade	Number of employees
Officer for communication and access to official documents		1

14. **Level of financial responsibility** *(e.g. budget for which the relevant position is responsible, level of authorisation for expenditures)*

15. **Skills required** *(qualifications, experience and other skills and capacities required for this job position)*

16. **Unusual characteristics of the work environment, if any** *(e.g. extraordinary risks in the job position, physical pressures or risks of exposure to hazardous substances or use of equipment)*

presenting risk and which result from the nature of the job position or the location of the job position)

17. Signatures and approvals

Immediate supervisor

Name and surname	Signature	Date
------------------	-----------	------

Human resources officer

Name and surname	Signature	Date
------------------	-----------	------

Ombudsperson or Chief Administrative Officer of Institution

Name and surname	Signature	Date
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Prishtinë, 18 January 2017

FORM FOR REGISTRATION OF GRADES

No.	Reference no. of job position	Departments/Ombudsperson's cabinet	Division/Office	Title of the job position	Number of employees in relevant position	Approval of the grade by OI
Ombudsperson's Cabinet						
1.	OC-03	Ombudsperson's Cabinet		Chief of Cabinet	1	HML-G1
2.	OC -04	Ombudsperson's Cabinet		Senior Legal Advisor	1	PL-G3
3.	OC -05	Ombudsperson's Cabinet		Administrative Assistant	1	AL-G6
4.	DIA-01	Director of Internal Audit		Director of Internal Audit	1	ML-G3
5.	MPRO-01	Media and Public Relation Office		Head of Communication and Access to Public Documents Office	1	ML-G4

6.	MPRO -02	Media and Public Relation Office		Officer of Communication and Access to Public Documents	1	PL -G6
7.	IRO-01	International Relation Office		Head of International Relation Office	1	ML-G4
Professional service sector						
8.	DCAA-01	Department for Complaint Admission and Administration		Director	1	ML-G2
9.	DCAA-02			Senior Legal Advisor	2	PL -G3
10.	DCAA-03			Legal Advisor	10	PL -G4
11.	DCAA-04			Legal Assistant	2	AL -G6
12.	DCI-01	Department on Complaint Investigation		Director	1	MI-G2
13.	DCI -02			Senior Legal Advisor	8	PL -G3
14.	DCI -03			Legal Advisor	2	PL -G4
15.	DCI -04			Legal Assistant	1	AL -G6
16.	DPD-01	Department on Protection from Discrimination		Director	1	ML-G2
17.	DPD -02			Senior Legal Advisor	2	PL -G3
18.	DPD -03			Legal Advisor	2	PL -G4
19.	DCHRP-01	Department on Children's Rights Protection		Director	1	ML-G2

20.	DCHRP-02			Senior Legal Advisor	1	PL -G3
21.	DCHRP-03			Legal Advisor	1	PL -G4
22.	DTP-01	Department For Torture Prevention		Director	1	ML-G2
23.	DTP-02			Senior Legal Advisor	1	PL -G3
24.	DTP -03			Legal Advisor	1	PL -G4
25.	DTP -04			Advisor Physician	1	PL -G4
26.	DTP -05			Advisor – Psychologist	1	PL -G4
27.	DTP -06			Advisor – Social Worker	1	PL -G4
28.	DLA-01	Department on Legal Affairs		Director	1	ML-G2
29.	DLA-02			Senior Legal Advisor	1	PL -G3
30.	DLA-03			Legal advisor	1	PL -G4
31.	DCRPHR-01	Department on Cooperation, Reporting and Promotion of Human Rights		Director	1	ML-G2
32.	DCRPHR -02			Senior Legal Advisor	1	PL -G3
33.	DCRPHR -03			Legal Advisor	1	PL -G4
34.	DCRPHR -04			Project Manager	1	PL -G5
Administration service sector						
35.	SG-01	Office of the Secretary General		Secretary General	1	HML-G1
36.	SG-02	OSG		Certification Officer	1	PL -G6
37.	SG-03	OSG		Legal Officer	1	PL -G7

38.	SG-04	ZSP		Executive Assistant	1	AL -G9
39.	PD-01		Procurement Division	Head of Procurement Division	1	ML-G4
40.	PD-02		Procurement Division	Procurement Officer	1	PL -G7
41.	HRD-01		Human Resources Division	Head of Division / Human Resources Manager	1	ML-G4
42.	HRD-02		Human Resources Division	Human Resource Officer	1	PL -G7
43.	BFD-01		Budget and Finance Division	Head of BFD/ Chief Financial Officer	1	ML-G4
44.	BFD-02		Budget and Finance Division	Assets Officer	1	PL -G7
45.	BFD-03		Budget and Finance Division	Budget and Financial Officer	1	PL -G7
46.	BFD-04		Budget and Finance Division	Expenditure Approving Officer	1	PL -G7
47.	AD-01	Administration Department		Director of Administration Department	1	ML-G3
48.	CSD-02		Common Service Division	Head of Common Service Division	1	ML-G4
49.	CSD-03			Officer of Logistics, Admission of Goods and Transport	1	PL -G7
50.	CSD -04			Proofreader and Editor	1	PL -G6
51.	CSD -05			Translator – Albanian -English and vice-versa	1	PL -G6
52.	CSD -06			Translator – Albanian-Serbian and vice-versa	1	PL -G6
53.	CSD -07			Administrative Assistant	1	AL -G10

54.	CSD-08			Receptionist	1	AL -G10
55.	CSD-09			Driver and Mail Delivery	1	AL -G10
56.	CSD-10			Driver	2	AL -G10
57.	ITD-01		Information Technology Division	Head of Information Technology Division	1	ML-G4
58.	ITD-01			Information Technology Officer	1	PL -G7

Approved by the working group

Dragana Rodić, Senior Legal advisor, chairperson

Shqipe Ibraj Mala, Deputy Ombudsperson, member

Jashar Kastrati, Executive Director, member

Valbona Puka, Legal Advisor, member

Arsim Agani, Director of Administration Department, member

Shqipe Pacarada, Head of Human Resources, member

Suzana Gashi, Legal Advisor, member

Kaltrina Sela, Head of Procurement Sector
